



Data Protection: Privacy Policy

Introduction

We want you to know that Manchester Electrical respects the information we hold on you & that we take the security of your information very seriously.

Manchester Electrical is known as the Data Controller of the personal information you provide to us.

Our Privacy Policy contains important information about personal data we collect, what we do with that information & who we may share it with & why, and your choices & rights when it comes to personal information you have given us.

We may need to make changes to our Privacy Policy so please check our website for updates from time to time.

Information we collect & use

When applying for a service or product with us we may collect the following information:

- Company name, Company address, Company registration Number, VAT Number, job title, contact name, telephone number, email address
- Information connected to the product or service which you have requested with us, e.g. delivery address, particulars of item being transported, site contact name
- Financial information relating to finance agreements and bank accounts
- Information that is automatically collected, via cookies when you visit our website
- Information if you visit our offices, e.g. CCTV, Visitors Book
- Sometimes financial information e.g. Credit cards (although we do not retain complete payment card information for security reasons)
- Demographic information such as postcodes, preferences & interests.
- Other information relevant to customer surveys and/or offers.

Where we collect your information

We may collect your personal information directly from you, from a variety of sources including:

- An application form for a product or service
- A phone conversation with us, emails or letters you send to us
- Meetings with one of our representatives
- Our website, when you are requesting to contact us
- Information available from public available sources, such as company registers and online search engines



Data Protection: Privacy Policy

What we use your personal information for

We take your privacy seriously & we will only ever collect & use information which is personal to you where it is necessary, fair & lawful to do so. We collect your information only where:

- It is necessary to provide the service or product you have requested, e.g. contact name, email / telephone contact to make, for instance a delivery
- It's in the legitimate interest of Manchester Electrical, where we need to process your information to better understand you & your needs when e.g. arranging transport requirements
- We may periodically send promotion email about new products, special offers or other information which we think you may find interesting using the email address which you have provided
- Internal record keeping
- We use your information to customise the website according to your interest

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at enquiries@manchesterelectrical.co.uk

We will not distribute or lease your personal information to third parties unless we have your permission or are required by law.

Data protection says that we are allowed to use & share your personal data only where we have a proper reason to do so. The law says we must have one or more of these reasons & these are:

- **Contract**
Your personal information is processed in order to fulfil a contractual agreement
- **Consent**
Where you agree to us using your information to provide the service/products which you have requested
- **Legitimate interests**
This means the interest of Manchester Electrical in managing our business to allow us to provide you with the services & products in the most secure & appropriate way, e.g. keeping you up to date on an installation
- **Legal Obligation**
Where there is a statutory or other legal requirement to share your information for law enforcement purposes



Data Protection: Privacy Policy

Who we share your information with and why

We will never sell your details to someone else. Whenever we share your personal information, we will do so in line with our obligations to keep your information safe & secure. We will only disclose your personal information to third parties if required by law. When we disclose your personal information to comply with a legal obligation or legal process, we will take reasonable steps to ensure that we only disclose the minimum personal data necessary for the specific enquiry. We may disclose your information to any of our employees, subcontractors or associated companies as reasonably necessary to provide you with our services.

Protecting your information

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

How long we keep your information

We will keep your personal information only where necessary to provide you with the services and products while you are a customer. We may also keep your information after this period but only where required to meet our legal & regulatory obligations. The length of time we keep your information for these purposes will vary depending on the obligation we need to meet.

Your Rights

You are entitled to request the following information from Manchester Electrical, these are called your Data Subjects Rights & there is more information on these on the Information Commissioners website – www.ico.org.uk

- **Right to Access**
To request access to your personal information & information about how we process it. If you would like a copy of the information held on you please email or write to us.
- **Right to Rectification**
If your personal information is inaccurate or incomplete, you can request that it is corrected.
- **Right to erasure**
To require us to erase your personal information
- **Right to restriction of processing**
To restrict processing of your personal information
- **Right to data portability**
To electronically move, copy or transfer your personal information in a standard form
- **Right to object**
To object to processing of personal information
- **Rights with regards to automated individual decision making, including profiling**
Rights relating to automated decision making, including profiling



Data Protection: Privacy Policy

Please note that these rights may be limited by Data protection legislation & we may be entitled to refuse requests where exceptions apply.

We will always strive to collect, use & safeguard your personal information in line with data protection laws. If you do not believe we have handled your information as set out in our Privacy Policy, then please write to us or email us as soon as possible.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Kevin Davies

Signed: _____

Date: 01/03/2025

Review Date: 03/2026